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To:	<u>Process Help Handbook</u> Users
From:	Jim Jones, Acting Director Bureau of Eligibility Management
Re:	**<u>Process Help</u> Release 05-05**
Release Date:	August 19, 2005
Effective Date:	August 19, 2005

<u>EFFECTIVE DATE</u>   The following process additions or changes are <u>effective **08/19/05**</u>, unless otherwise noted. **Bold text in the new process section denotes new text. Text with a strike through it in the old process section denotes deleted text.**

<u>Changes</u>

4.1.2 Case Processing> Reviews> Review Driver Flow > Update Information

<u>Old Process:</u>
Type over the old information. Change the effective date associated with this information. End Information. Place an end date in the effective date, end month field. Enter an end date consistent with the month this information should stop affecting the case. CWW also requires the worker to update the begin month field to the same month as the end month. If there is a detail screen associated with the screen you are updating, you will have to update these dates also. If this data is used in determining eligibility, the customer will also have to verify that this information has ended.

<u>New Process:</u>
Type over the old information. Change the effective date associated with this information. End Information. Place an end date in the effective date, end month field. Enter an end date consistent with the month this information should stop affecting the case. CWW also requires the worker to update the begin month field to the same month as the end month. If there is a detail screen associated with the screen you are updating, you will have to update these dates also. ~~If this data is used in determining eligibility, the customer will also have to verify that this information has ended.~~

4.1.3 Case Processing> Reviews> Review Driver Flow > Start the Review Driver Flow>

Bullet 1

<u>Old Process:</u>
Enter the appropriate case number in the quick select case number field, ~~select the *Case Summary* page from the left navigation bar, select "Start a Review" from the What would you like to do? selection box and hit the NEXT button.~~

<u>New Process:</u>
Enter the appropriate case number in the quick select case number field.

Bullet 4	**Old Process:**
	Add back into the case any household member who was excluded by the system but you determine ~~should remain in the household~~
	New Process:
	Add back into the case any household member who was excluded by the system but you determined **to be relevant**

	Old Process:
Bullet 12	At the end of the review appointment
	New Process:
	At the end of the review appointment **(for face to face reviews):**
4.1.4 Case Processing> Reviews> Review Driver Flow Verifications Received	**Old Process:**
	Navigate to the appropriate page and enter the proper verification code from the verification drop down box. If verification is not received by ~~the 11th day,~~ navigate to the appropriate page and enter the NV/QV code. Re-run SFEX/SFED and confirm case approval or denial.
	New Process:
	Navigate to the appropriate page and enter the proper verification code from the verification drop down box. If verification is not received by the **appropriate day**, navigate to the appropriate page and enter the NV/QV code. Re-run SFEX/SFED and confirm case approval or denial.
16.1 Financial Processes>Income> Earned Income	This chapter on Earned Income was totally rewritten with instructions for using the CWW Employment page. The changes are too numerous to list.
45 Electronic Case File (ECF)	This chapter was moved out of the Process Help to its own handbook. A link to it will be kept in section 45.1. We did this because not all users of the ECF are CWW users. There is security that limits the access to CWW Process Help to CWW users only. The new ECF Handbook will not have any security limitations.
46.1 Case Comments> Introduction	**Old Process:**
	~~In the past, you have not had to work much with entering case comments.~~ With the implementation of CARES Worker Web, the case comments function is expanded and enhanced.
	New Process:
	With the implementation of CARES Worker Web, the case comments function is expanded and enhanced.
56 Other> Verification> Verification	This chapter on Verification was totally rewritten to include information on the Employer Verification Forms (EVF's). This chapter is still a work in progress.